Provider Billing 101

March 2024

Court Ordered Evaluation and Stabilization Near-Term Initiative

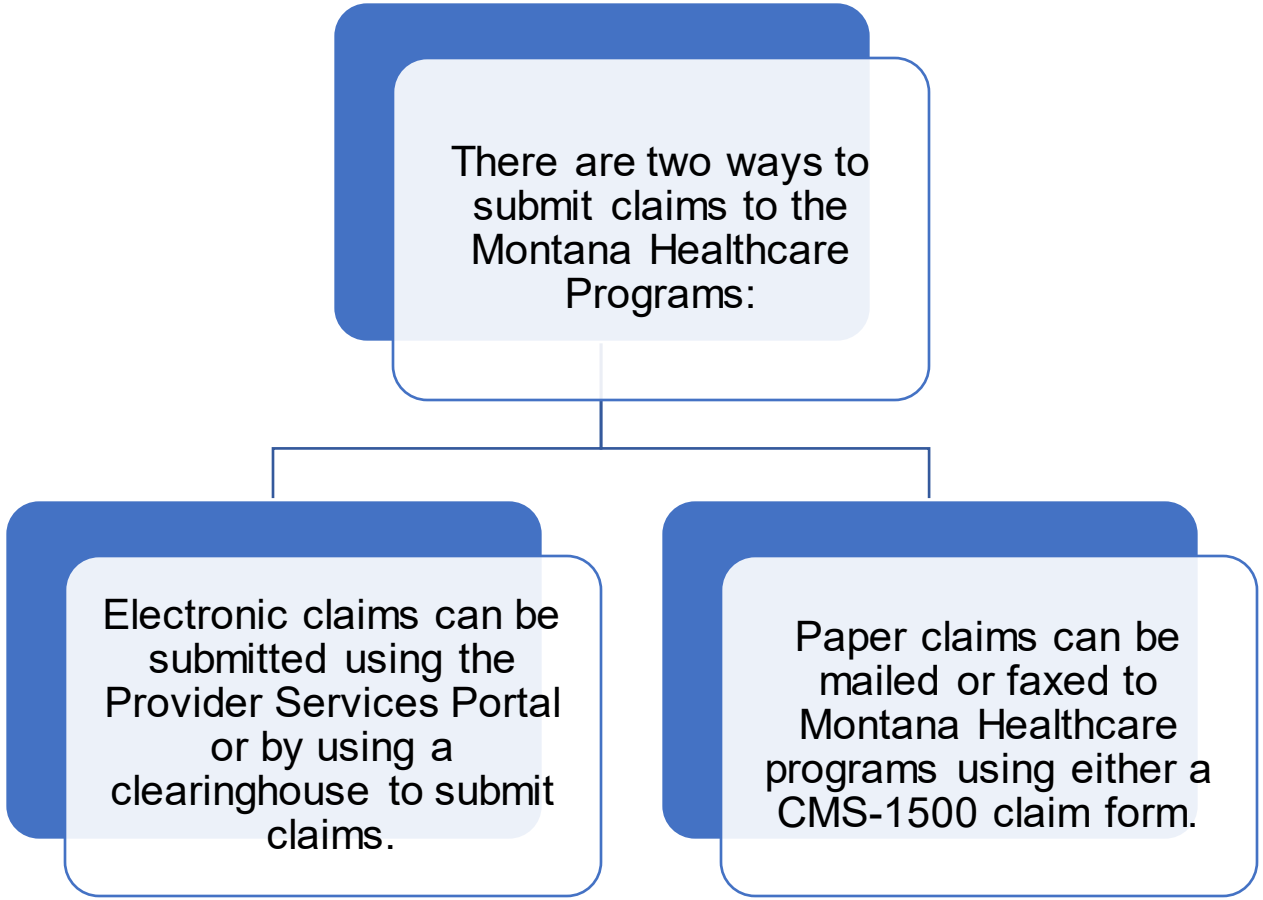
The Community-Based COE and Stabilization near-term initiative (NTI) launched on March 8, 2024 after receiving approval from Governor Greg Gianforte and the Behavioral Health System for Future Generations Commission (BHSFG).

A total of $7.5 million in state funds is now available to incentivize community-based COEs and stabilization and restoration services to address a longstanding backlog in evaluations at the Montana State Hospital Forensic Mental Health Facility (FMHF, also known as Galen).

DPHHS has prepared a detailed summary that outlines the new process from the time a judge issues a COE to be conducted in the community to when a provider submits a claim for reimbursement.

This presentation is intended to provide instructions for providers interested in participating in this historic initiative.

Claims Submission



MPATH Provider Services Portal
Claims Entry

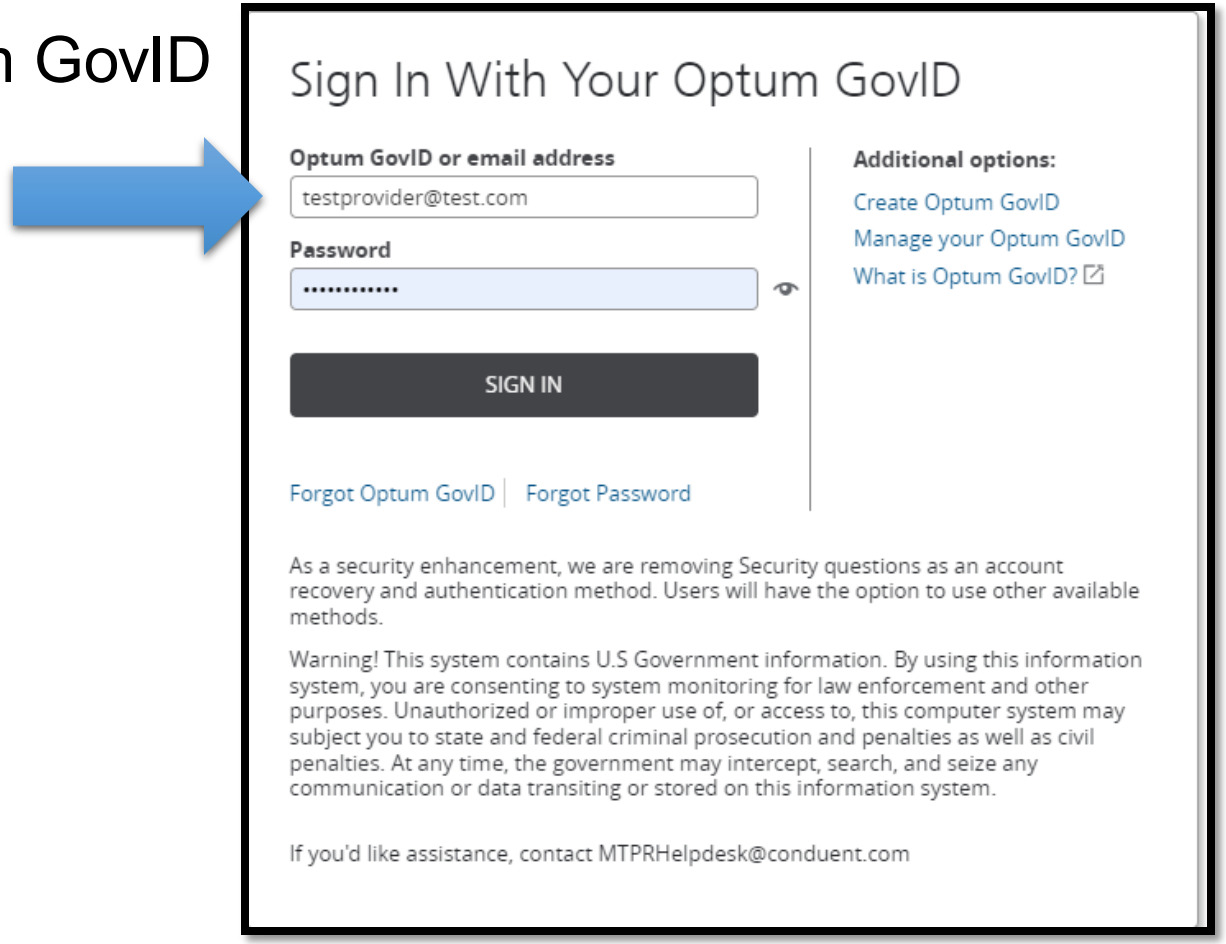
The **MPATH Provider Services Claims Entry solution** is an online tool allowing providers to manually enter claims.
Available options include:

- **Single submission claim forms –** The system allows direct claim form entry for claim submission.
- ***Claim form templates*** - The system allows users to create and save templates for common claim submissions. No need to start from scratch every time.
- ***Diagnosis and Procedure code look up*** - The system has code look up features to assist with entering correct information.
- ***Ability to submit multiple claim types*** - including Professional, Facility and Dental claims.
- ***Electronic Claim Adjustments*** - Paper adjustment forms are no longer required. The system allows for online claim adjustments which process faster than paper adjustments.

MPATH Provider Services Portal
Electronic Claims Submission

To Access the Provider Services Portal login to the Provider Services Portal

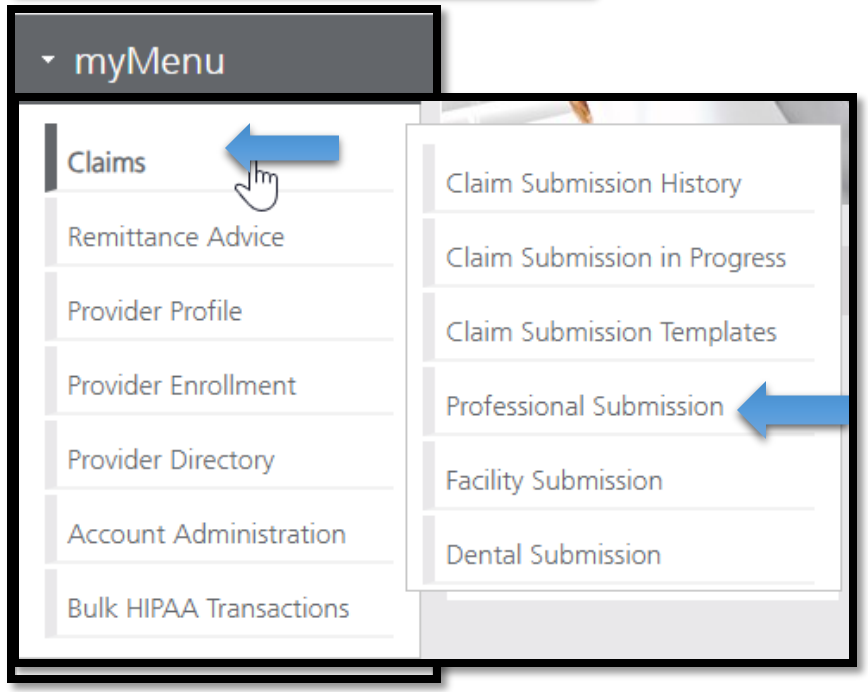
Sign in with your Optum GovID



MPATH Provider Services Portal
Single Claim Submission

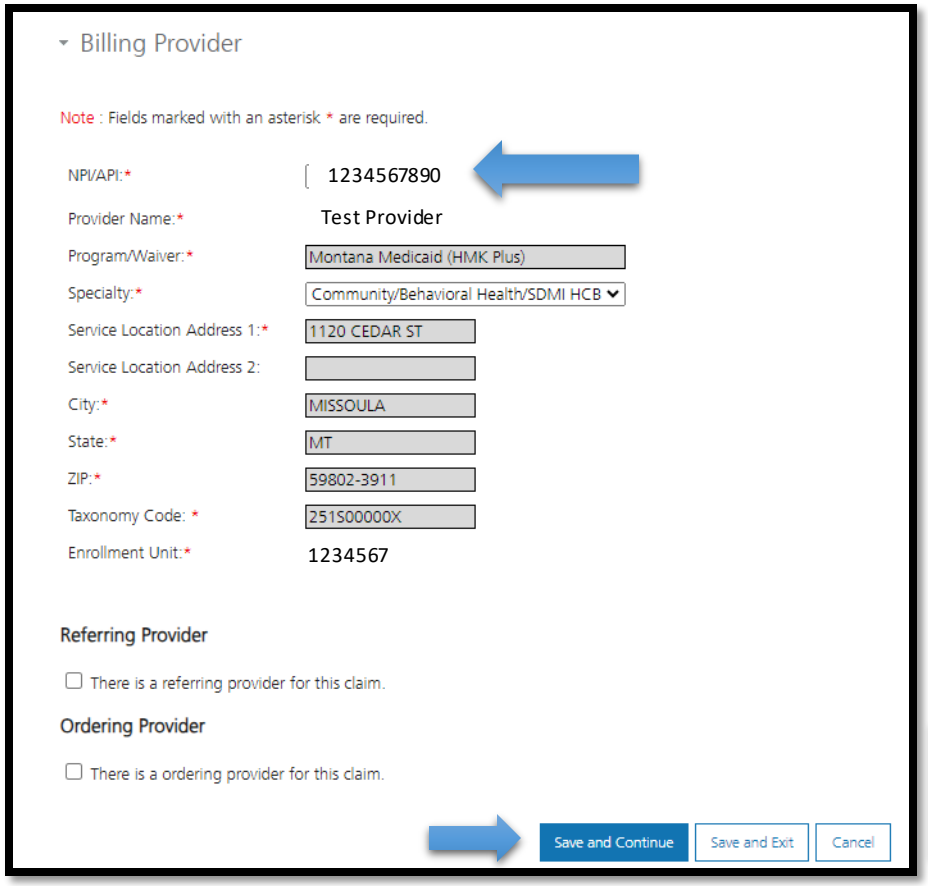
Provider Services Portal Home Page

Hover the mouse over "Claims" in the myMenu section on the left navigation and select "Professional Claim Submission"



MPATH Provider Services Portal
Single Claim Submission

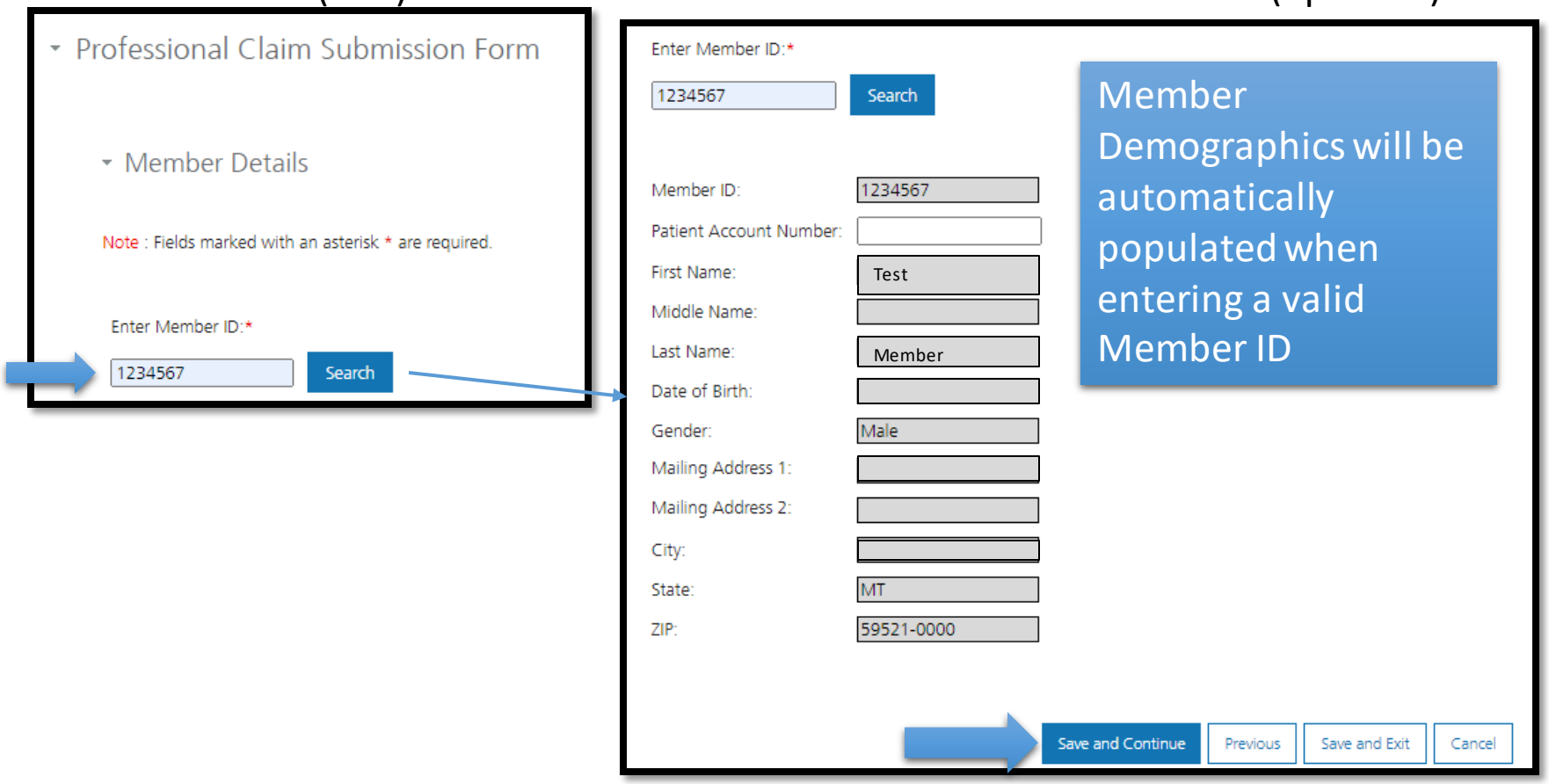
Enter your provider NPI, all other associated demographics will be automatically populated.



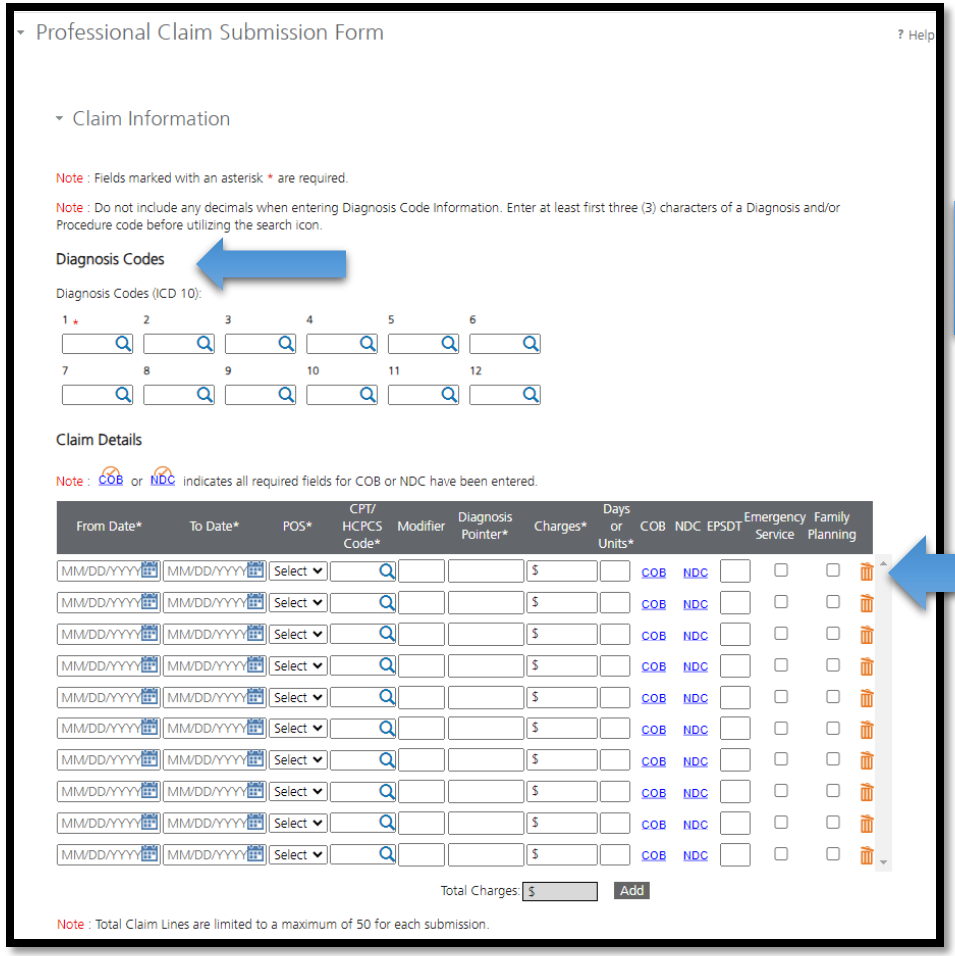
Select Save and Continue

MPATH Provider Services Portal
Single Claim Submission

Enter Member ID (SSN) and click “Search” Enter Patient Account Number (optional) as desired.



MPATH Provider Services Portal
Single Claim Submission



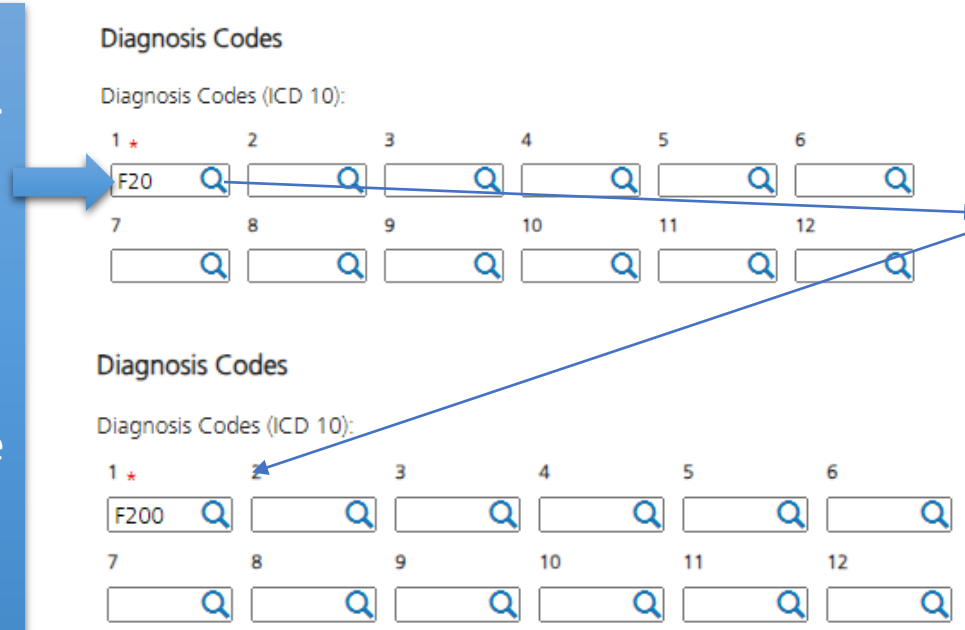
Enter at least one Diagnosis Code

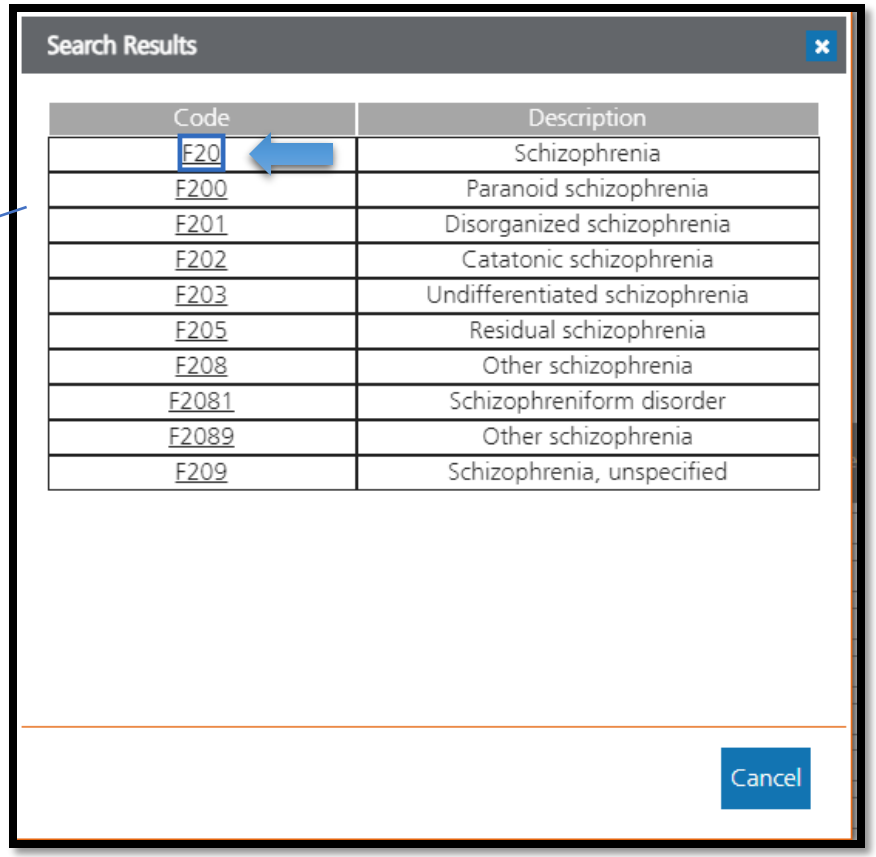
Enter required fields: Service Dates, Place of Service Codes, Modifiers, Diagnosis Pointer, Charges, and Units .

MPATH Provider Services Portal
Single Claim Submission

Users can either enter the full Diagnosis Code. The magnifying glass will allow users to search for the specific Diagnosis Code.

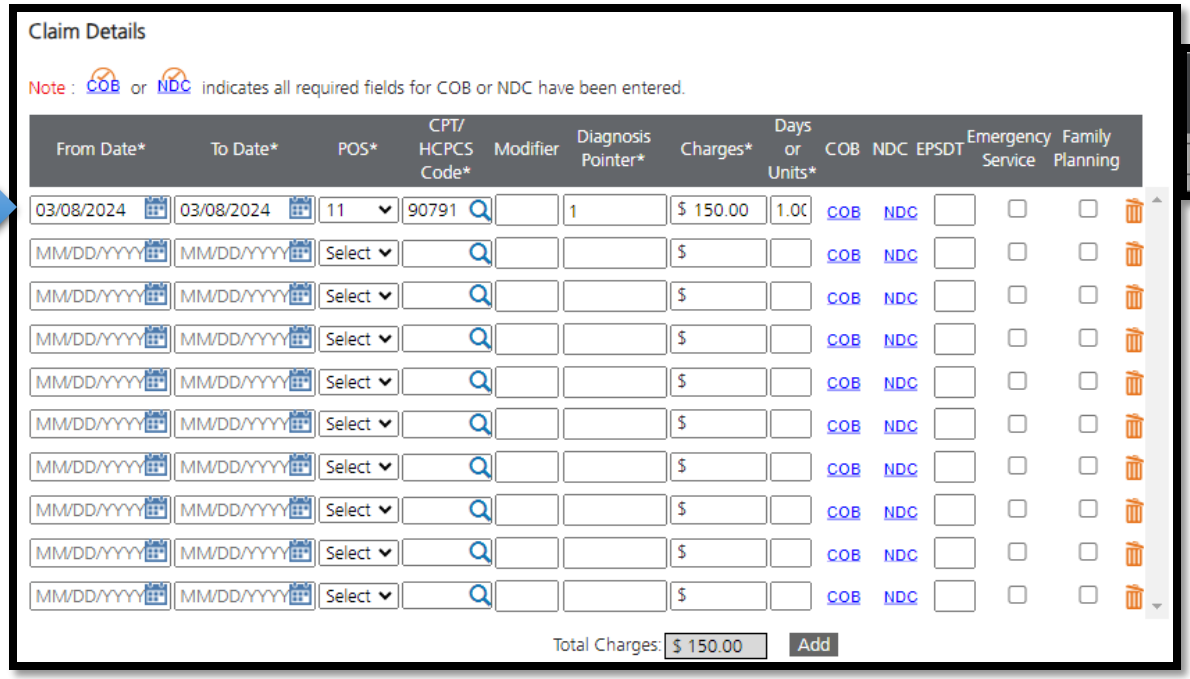
Enter at least first three (3) characters of a Diagnosis to search code list.

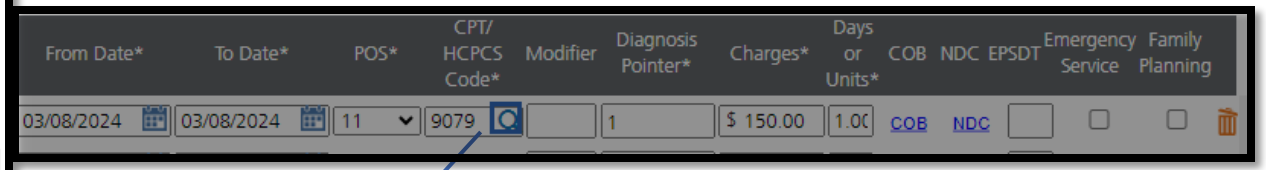


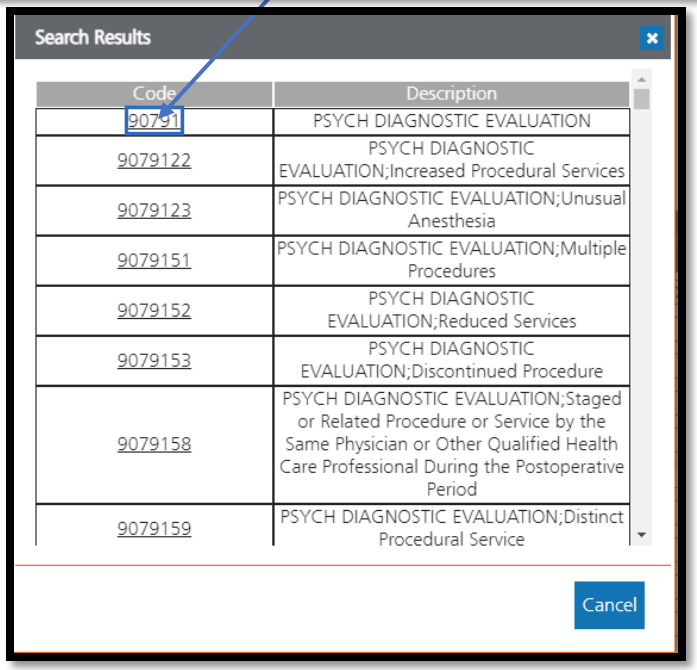


MPATH Provider Services Portal
Single Claim Submission

Enter Date of Service, select Place of Service, CPT/HCPCS (Enter at least first three (3) characters of a CPT/HCPCS to search code list), Modifier (optional), Diagnosis Pointer, Charges, and Unit(s).

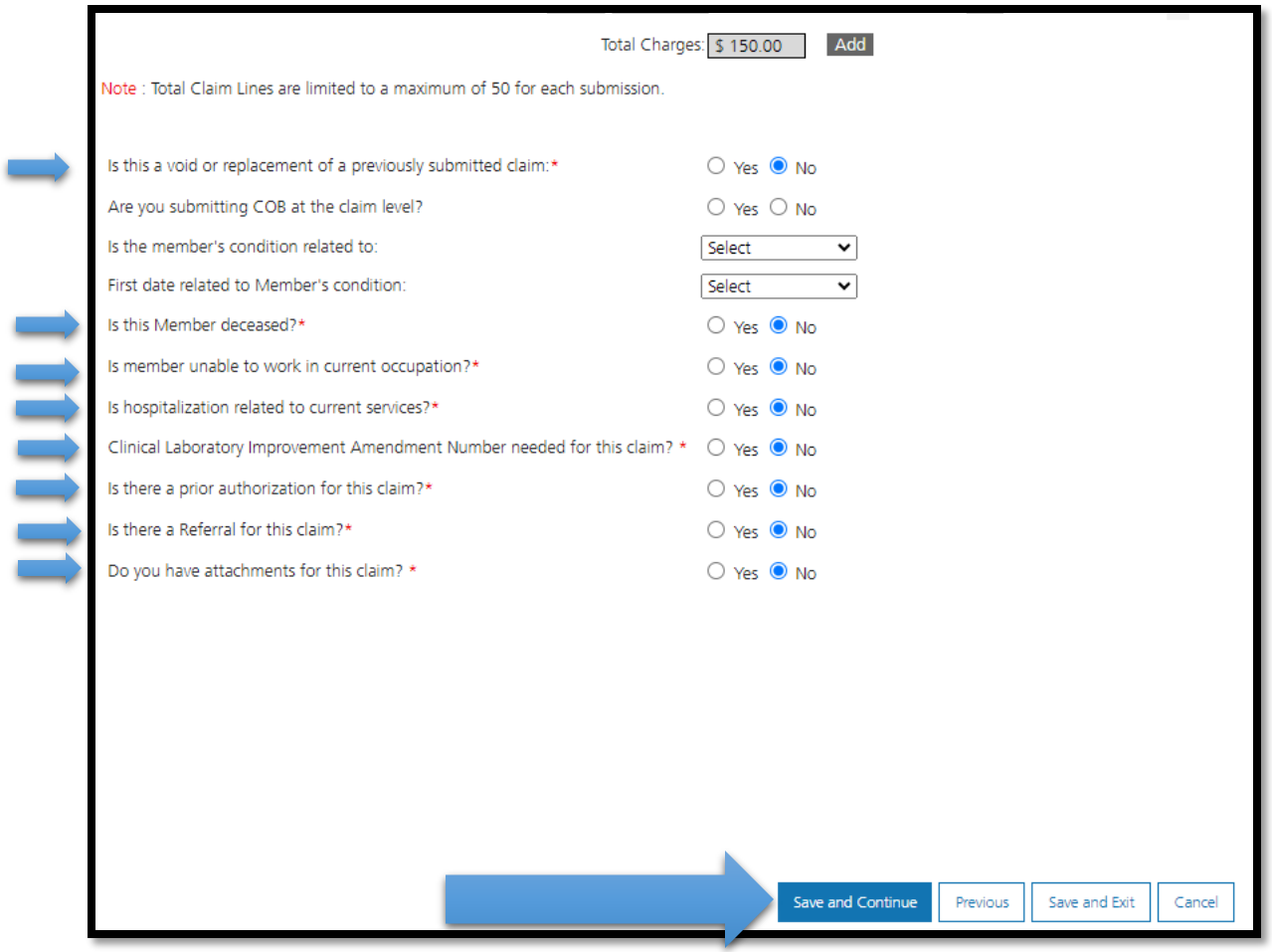






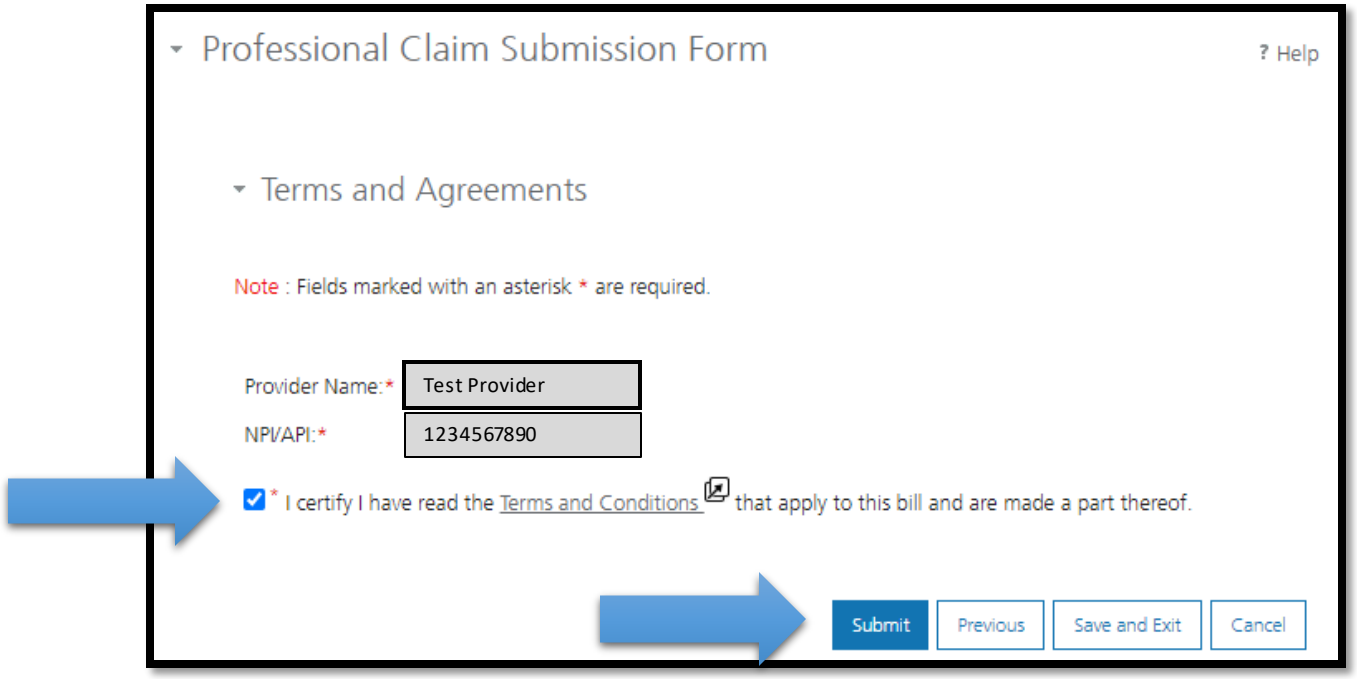
MPATH Provider Services Portal
Single Claim Submission

Click Yes/No radio buttons for required "*" fields, then select save and continue.



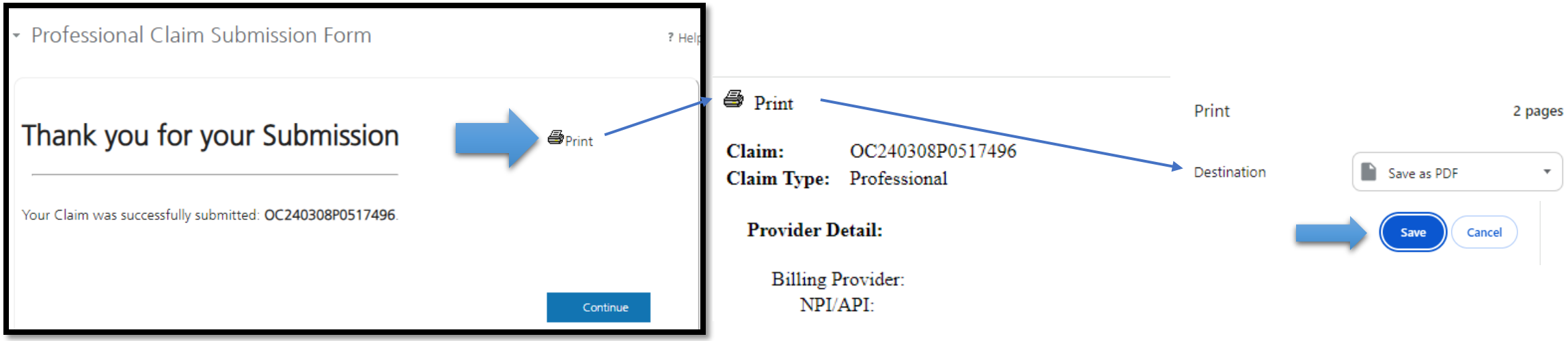
MPATH Provider Services Portal
Single Claim Submission

Agree to Terms and Conditions and Submit.



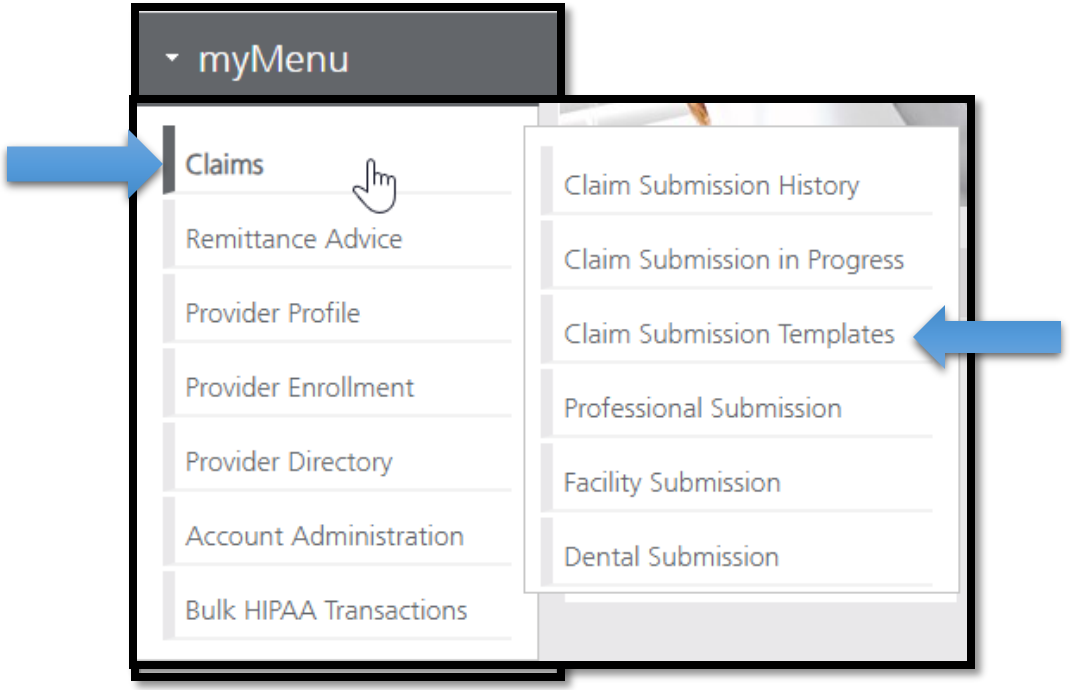
MPATH Provider Services Portal
Single Claim Submission

Print/Save PDF of claim submission (optional).



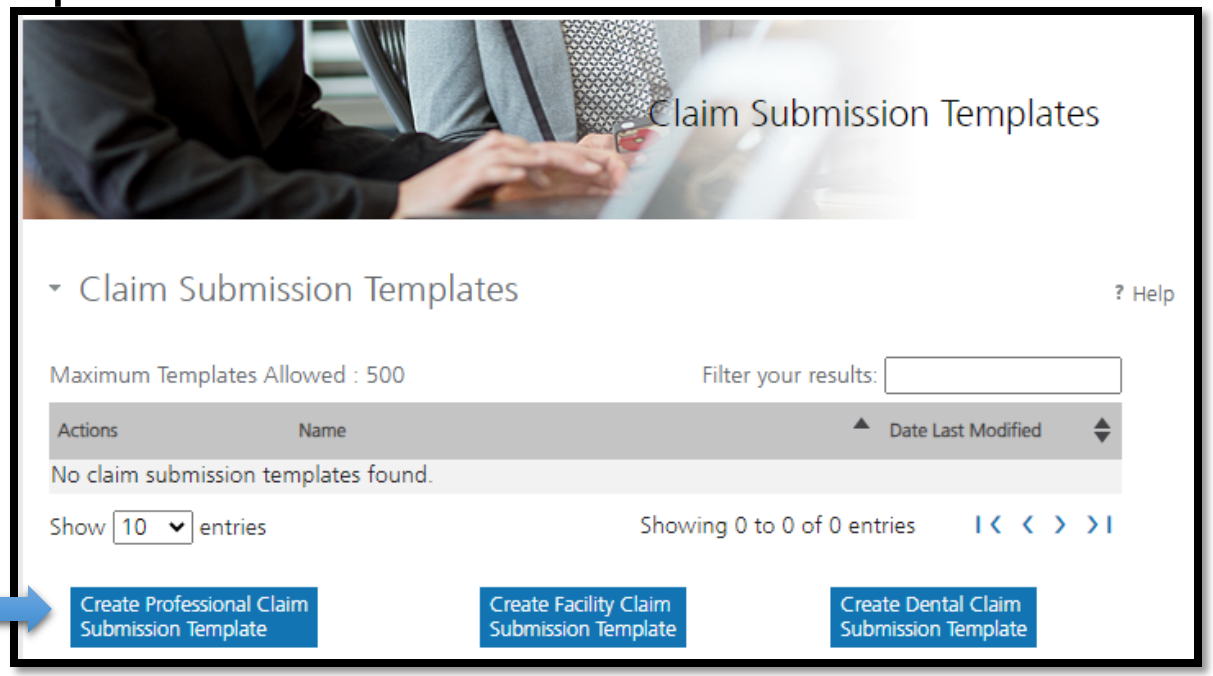
Provider Services Portal
Developing a Claim Template

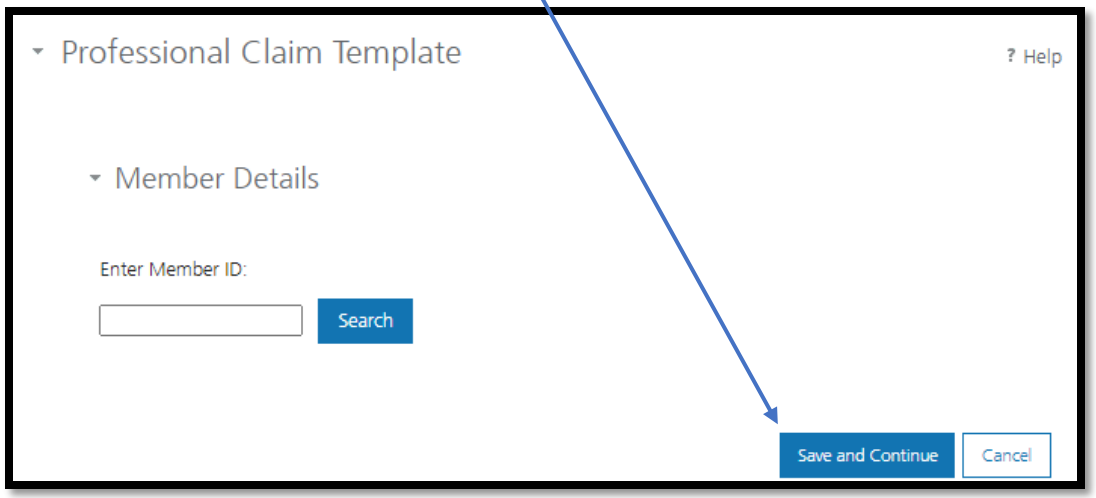
Hover the mouse over “Claims” in the myMenu section on the left navigation and select “Claim Submission Template”



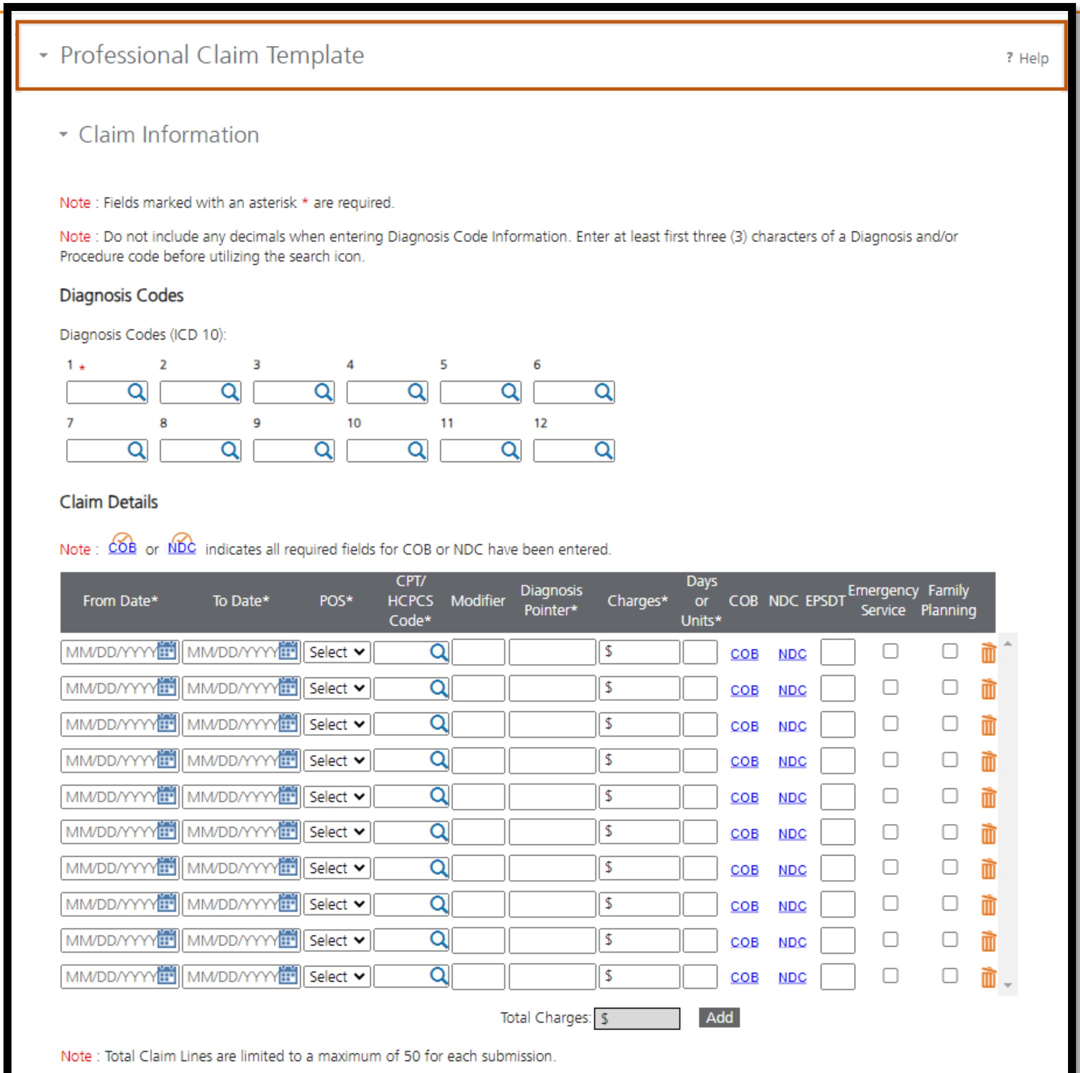
Provider Services Portal
Claim Template

To create a template, click the blue button to Create Professional Claim Submission. Templates may be Member or Service (without member) specific.



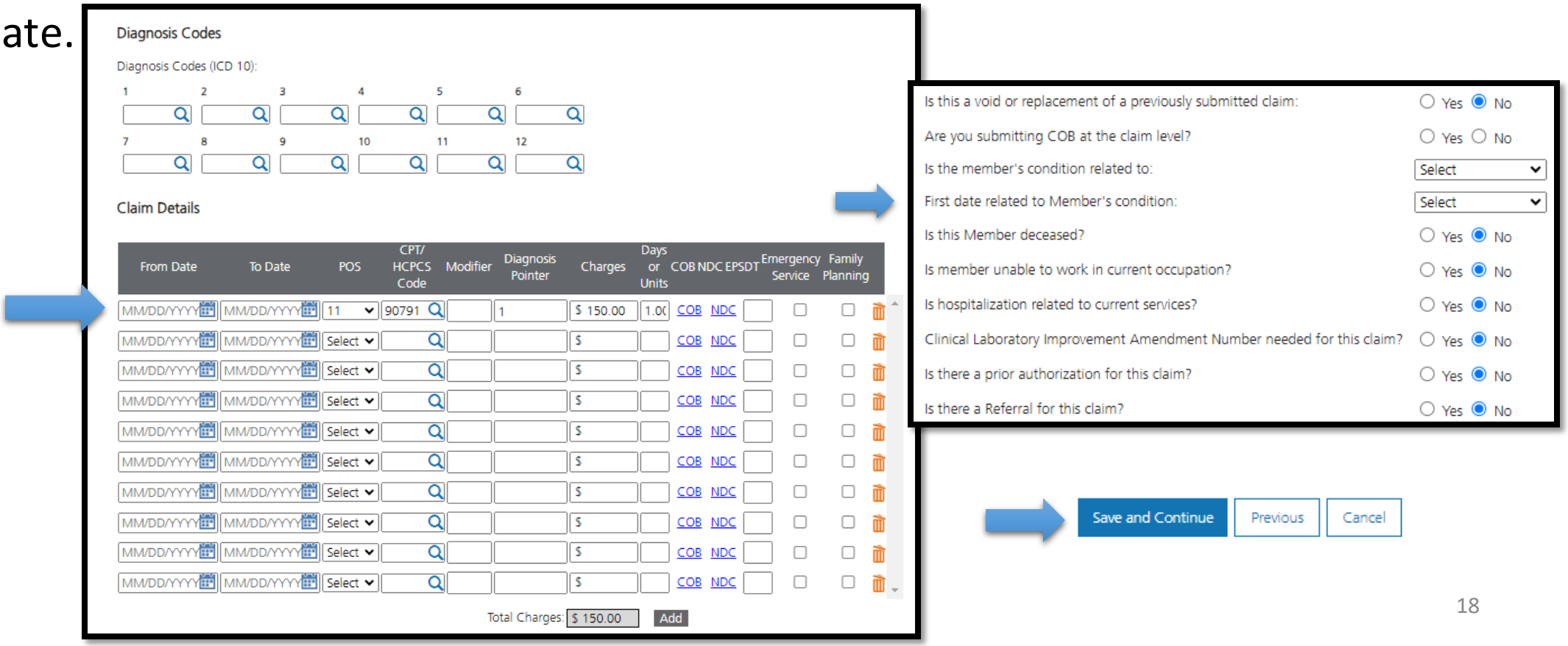


Provider Services Portal (Service specific) Claim Template



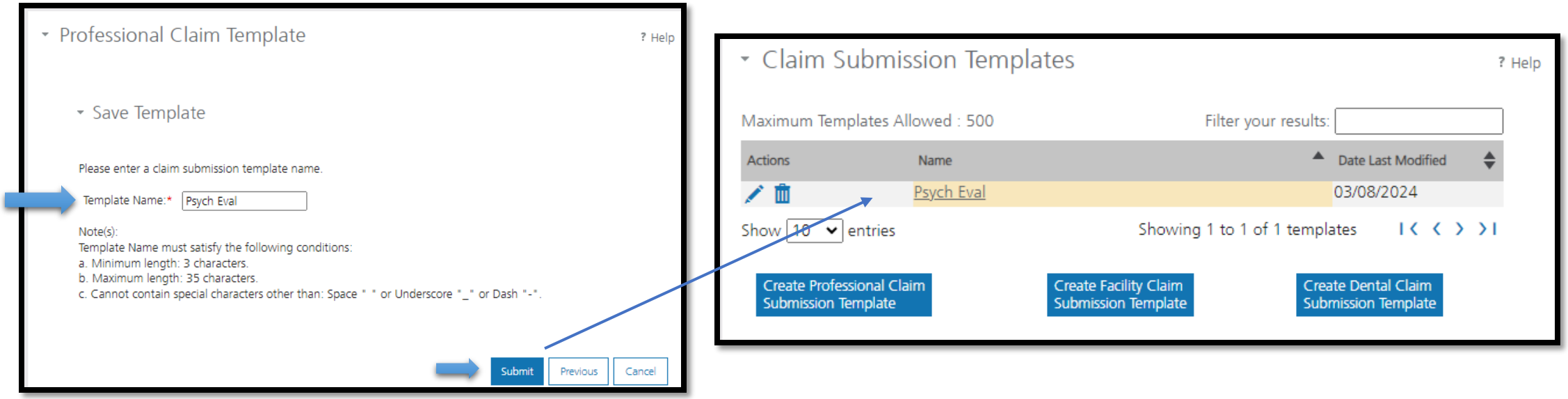
Provider Services Portal (Service specific) Claim Template

Enter static data for the template. Dynamic data (Date of Service, Diagnosis) can be entered when submitting the template. Search functions work the same in a template.



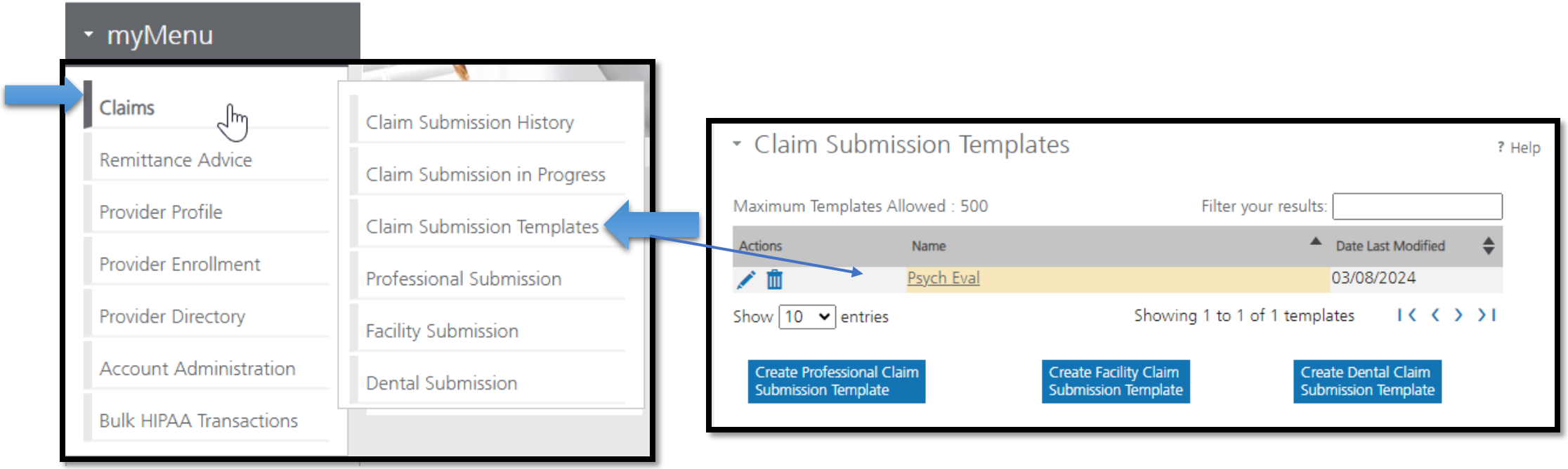
Provider Services Portal
(Service specific) Claim Template

Save Template, naming service specific template for quick reference (Optional)



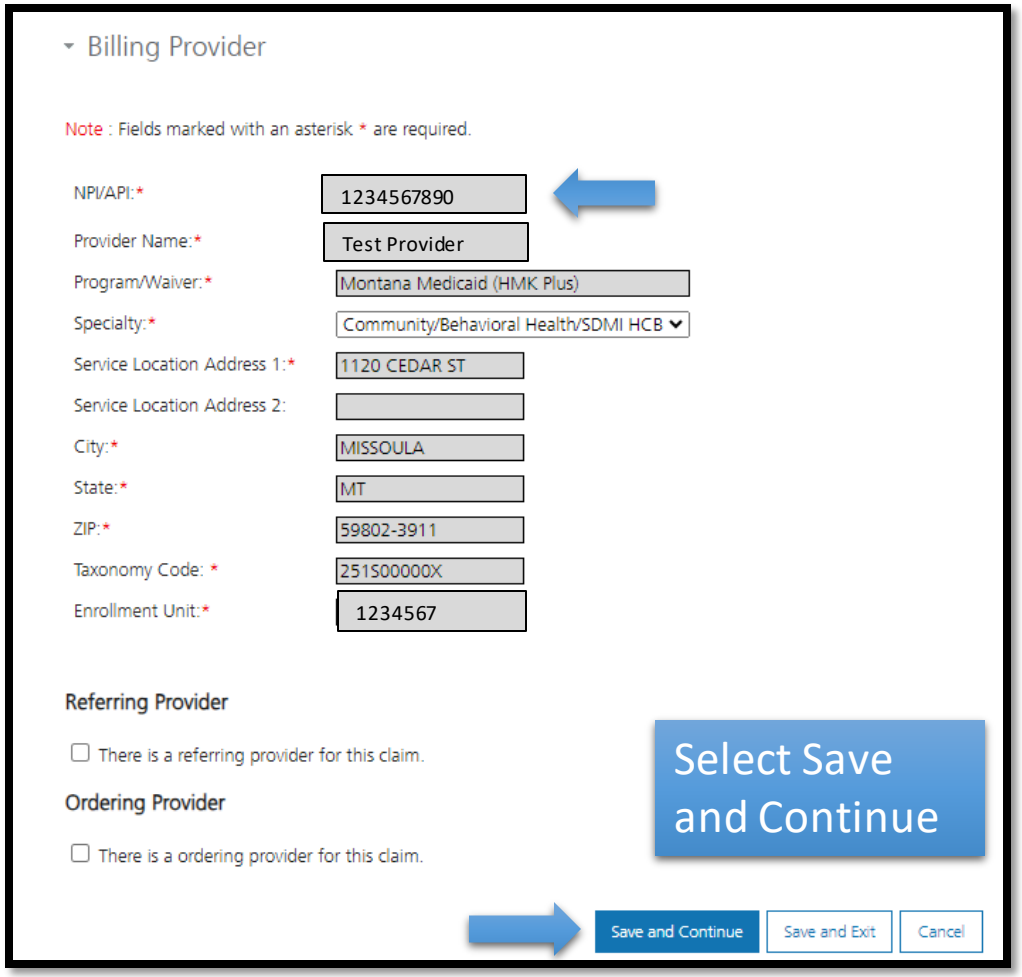
Provider Services Portal
Claim Template

Hover the mouse over “Claims” in the myMenu section on the left navigation and select “Claim Submission Template” to access saved Templates



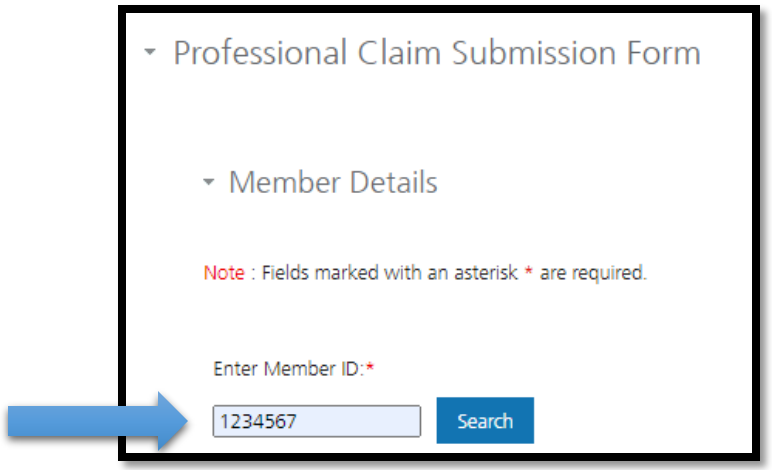
MPATH Provider Services Portal Template Claim Submission

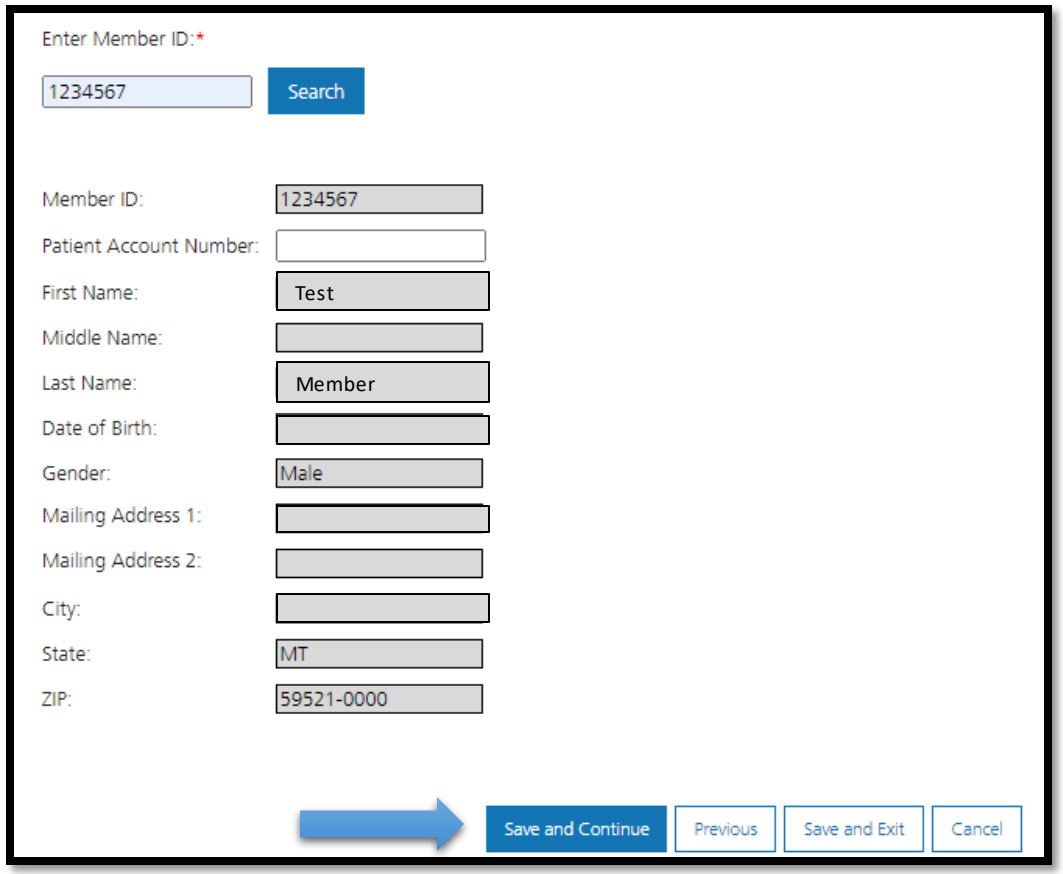
Enter provider NPI. Provider demographic information will be automatically populated



MPATH Provider Services Portal
Template Claim Submission

Enter Member ID and click “Search” Enter Patient Account Number (optional) if necessary.

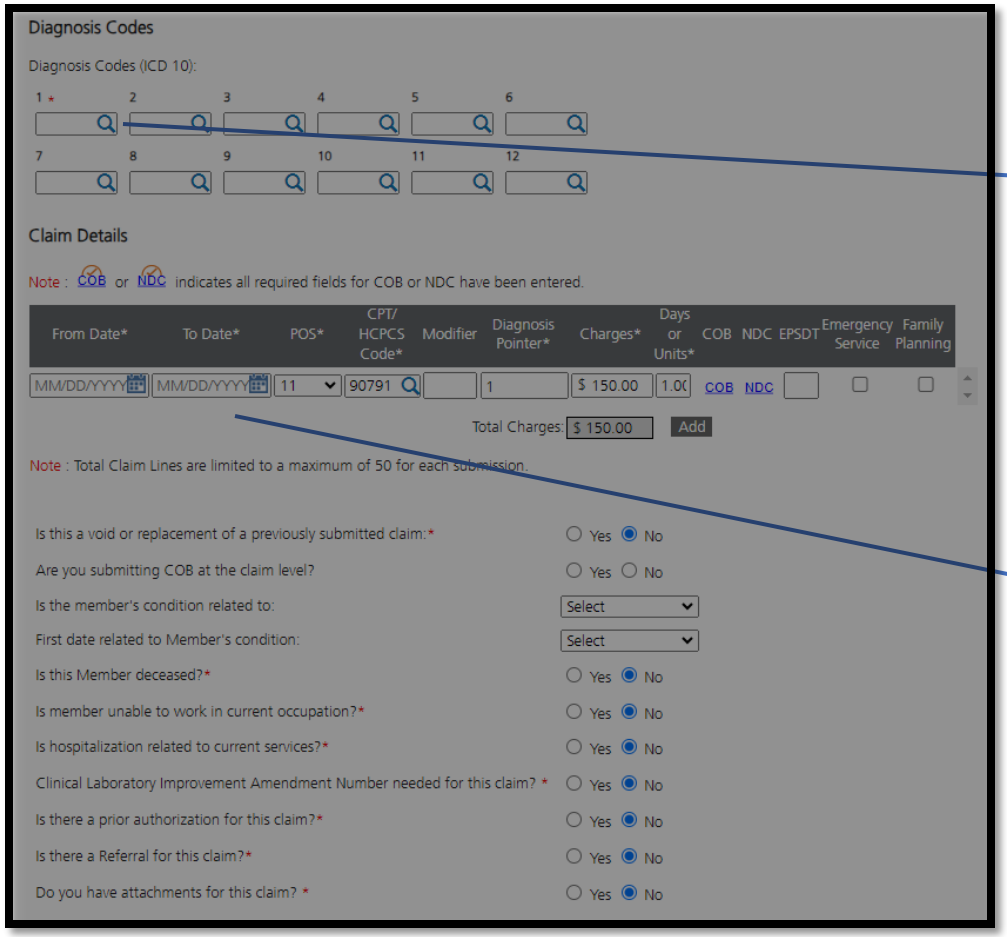


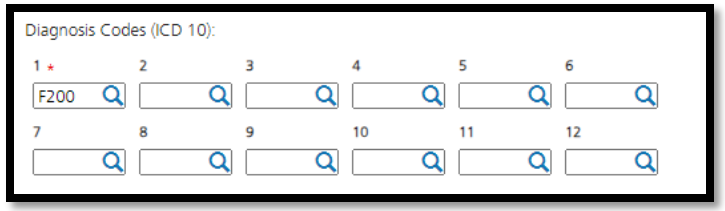


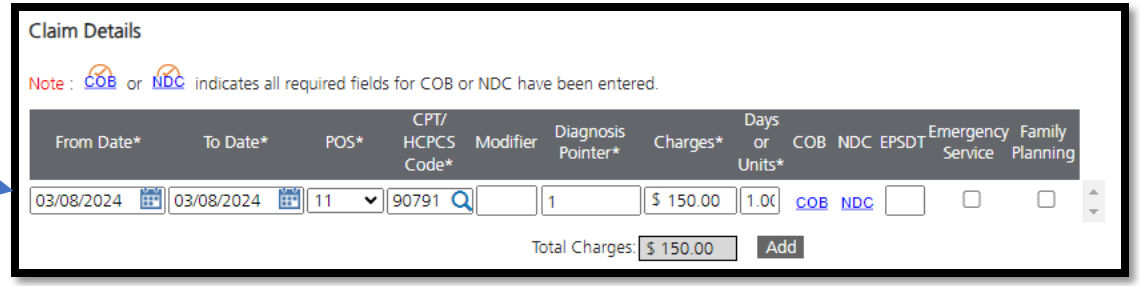
Select Save and Continue

Provider Services Portal
(Service specific) Claim Template

Template retains the static data entered allowing for dynamic data entry







Select Save and Continue

MPATH Provider Services Portal Template Claim Submission

Agree to Terms and Conditions and Submit.

Provider Relations Contact Information

Provider Relations Call Center:

(800) 624-3958

Monday through Friday 8am to 5pm MST

General, Claims, TPL, and EDI questions:

MTPRHelpdesk@conduent.com

Enrollment Questions and documents:

MTEnrollment@conduent.com

Note: the Conduent helpdesks cannot accept secured emails.

Email Assistance MTPRHelpdesk@conduent.com and HHSMPathPS@mt.gov

When emailing the help desk, please provide the following so we can research & submit a help ticket to our Tech Team.

GovID:
Name:
Email registered:
NPI attempting/registered:
Phone number:
A screen shot of the error:

Thank you for participating in the Court Ordered Evaluation and Stabilization Services Near-Term Initiative!